**Introduction:**

Teresa Duncan received her Master of Science degree in Health Care Management from Marymount University and has worked in healthcare for over 20 years. Her company Odyssey Management helps dental teams recover revenue by improving their accounts receivables and insurance systems. She also coaches managers to lead successful teams.

She belongs to many associations and writes for several industry magazines. Her website has her complete background but what YOU need to know is that she is in constant contact with many insurance coordinators and office managers– both clients and friends – and hears all sorts of insurance stories and questions. She understands what it’s like to resubmit a claim even though she sent the correct info and has put in hours of hold time with the same insurance companies you know and love. Obviously I’m being sarcastic! She’s here today to guide us through the process of optimizing your dental claims!

Please join me in welcoming Teresa Duncan!